



February 4, 2011

IFYI HIGHLIGHTS

TO: Mayor and Members of Council

FROM: Rashad M. Young, City Manager

SUBJECT: Items for Your Information

- Contact Center Feedback
- Council Retreat Follow-up (Capital Projects)
- Redistricting
- GPD Guiding Principles
- Legislative Agenda
- BetterBuildings Program Update

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of 1/24/11 – 1/30/11.

Council Retreat Follow-up

- Capital Projects: At the request of Council, attached is a memorandum from Rick Lusk, Finance Director, dated February 4, 2011, detailing the projects that represent the proposed \$35 million in bonds slated to be sold in the Spring 2012.

Redistricting

The following is meant as an update to redistricting. The Census Bureau has announced that the first round of population data (for the week of 1/31 – 2/5) will cover the states of Louisiana, Mississippi, New Jersey and Virginia. There will be another release next week. The states included in that release have not been announced. The Census Bureau is on track for a release of the population data ("PL 94-171") needed for redistricting between February 1st and March 31st. They will be releasing data on a state-by-state basis. It is not known when North Carolina's data will be released. We are checking the Census Bureau website frequently looking for the data. Once it is posted, staff will be able to download the data and put it into the format needed to prepare redistricting maps.

We also received notice this week from the Guilford County Board of Elections that the filing dates for candidates for district election will be delayed this year to accommodate the time required for redistricting. The filing dates for district candidates will be from July 25th through August 12th, a delay of roughly three weeks. The filing dates for at-large candidates will occur during the normal filing period which (this year) is July 1st through July 15th.

We understand that Council intends to appoint one Councilperson as the liaison to lead the effort to develop redistricting options. A resolution will be prepared to present at the meeting on February 15th for this purpose.

Greensboro Police Department's Guiding Principles

Attached is a memorandum from Ken Miller, Chief of Police, dated February 3, 2011, providing the Mission Statement, and Guiding Principles for the Police Department, which were developed using feedback from the police department, community, media and City Council.

Legislative Agenda—Utility Liens

At the February 1, 2011, City Council Meeting, Councilmember Bellamy-Small's requested City Staff to respond with the financial impact to the water system if the State Legislature passed item #3 on the City's Legislative Agenda related to utility liens on tenant-occupied properties where the utility bill was in the tenant's name. The Council passed a resolution in 2009 directing Staff to change its practice as it relates to tenant-occupied properties. As a result, the Water Resources Department, as of July 1, 2010, no longer pursues collection from the property owner if the tenant was responsible for the delinquency. It is anticipated that by not pursuing a lien on tenant-occupied properties it will result in an increase in uncollectable revenue of approximately \$600,000 annually.

BetterBuilding Update

Attached is a memorandum from Dan Curry, Community Sustainability Manager, dated February 4, 2010, providing an update on the BetterBuildings Program.

**Public Affairs Department
Contact Center Weekly Report
Week of 1/24/11 - 1/30/11**

Contact Center

4525 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry– 1072
New Sign up – 202
Bill Extension – 176
General Info – 121
Cutoff Requests – 93

Field Operations

Bulk Guidelines – 110
Loose Leaf Guidelines – 52
No Service/Garbage – 46
Repair Can/Garbage – 42
EOW Recycling – 37

All others

Police/Watch Operations – 308
Landfill/Transfer Station/HHW-103
Courts/Sheriff – 88
Guilford Metro – 34
Privilege License – 34

Comments

We received a total of **5** comments this week:

Field Operations – 2 comments:

- Customer called last week. He'd helped a neighbor put their leaves out, he knew they were out late, but they were so very thankful that we came back out. They were all delighted and very appreciative.
- Customer requested green can repairs yesterday and was very pleased with the fast response and very efficient service.

Public Affairs – 1 comment:

- Customer is very upset because we no longer publish the booklet, "Guide to City Services." She states that there are residents that need this information. She said that not all of the residents can get the information online.

Water Resources – 2 comments:

- Customer suggests the city create an application to use on phones to make payment easier. Customer would also like us to eliminate the \$1.95 charge for using our system to pay water bills.
- Customer thinks monthly billing is stupid. It just gives the city a chance to charge additional billing and availability fees.

Overall

Calls about loose leaves decreased last week as we entered the last week for loose leaf collection. Otherwise, we received the normal mix of calls with call volume remaining steady through the end of the week.



February 4, 2011

TO: Rashad Young, City Manager

FROM: Rick Lusk, Finance Director

SUBJECT: Proposed FY 2011-12 Bond Projects

During FY 2010-11 budget work sessions, capital project financing of \$40 million in FY 2010-11 and \$35 million in FY 2011-12 was discussed with City Council. Subsequently, City Council authorized the sale of \$40 million General Obligation Bonds in October 2010. The \$35 million bond issue planned for FY 2011-12 includes 11 bond projects. These projects involve bonds from 2006, 2008 & 2009 bond authorizations and include only one project under construction, the Greensboro Aquatic Center, for which \$6 million is remaining to be issued as part of the \$35 million. Construction for the Aquatic Center is currently scheduled to be complete and the facility open in July 2011.

The total \$35 million in bond projects is listed below:

2006 Bonds: \$11.550M

Bond Projects

- Old Randleman Road Fire Station - \$3.285M is for construction costs related to the fire station and the expected construction bid date is July/August (land was acquired for \$.075M from a previous bond issue)
- Land acquisition for the Reedy Fork Fire Station - \$0.75M (first expense related to this project)
- Hilltop Road Recreation Center - \$2.015M additional funds estimated to complete project - project budgeted at \$8.364M (land has been acquired and project is in design; expected bid date for remaining construction is July/August)
- Economic Development Bonds for Infrastructure and Development Costs - \$2.0M (projects are identified but no commitment exists for these funds)
- Lake Jeanette Library - \$3.5M for construction costs for the library and the expected construction bid date is July/August (project budget is \$3.8M; land was acquired in 2005 for \$.434M and the project is currently in design)

2008 Bonds: \$15.185 M

Bond Projects

- Street Improvements (Horsepen Creek Road, Merritt Drive, sidewalks & streets, etc.) - \$8.25M
 - \$1.0M of these bonds is for the purchase of right-of-way for Horsepen Creek Road (\$0.6M for the design work for Horsepen Creek Road was part of the bonds issued in October 2010).
 - \$1.5M is allocated for sidewalk improvements that receive matching State and Federal grants.
 - \$0.5M for general street repairs and maintenance.
 - \$0.12M of these bonds will be used to complete the design work for the Cone Boulevard/Nealtown Road extension (\$0.2M of the 2010 bond issuance was used to start the design work).
 - \$4.0M is allocated for the right-of-way purchase for Merritt Drive/High Point Road (the design work was part of the bonds issued in October 2010).
 - \$0.8M and \$0.33M is allocated for streetscape improvements for High Point Road and Alamance Church Road, respectively.
- Neighborhood Park Renovations – Sussman, Steelman, & Health Parks - \$0.10M (various park upgrades that are not tied to a previous project investment)
- Gateway Gardens Phase II – \$0.5M is to complete Phase II, the visitor center and restrooms (Bonds sold in October 2010 equal to \$0.5M paid for the first half of Phase II, including the design of the visitor center and partial funding for the construction of the visitor center. However, no construction contract has been executed. The total cost for Phase I (the majority of the gardens) and Phase II equals \$2.5M.)
- Aquatic Center – \$6.0M for the completion of the project which is under construction and currently scheduled to be completed and opened July 2011; total project budget is \$19.548M.
- Housing Loans for Energy Efficiency/Affordable Housing – \$0.335M (first expense related to this project, which includes Foreclosure Prevention and Down Payment Assistance)

2009 Bonds: \$8.265 M

Bond Project

Natural Science Center – \$8.265M to begin construction (\$1.735M allocated from the October 2010 bond issuance for the design of the HealthQuest project, Greensboro Landmark project, Super MediaGlobe and a portion of the SciQuarium)

RL/ajf

cc: Bob Morgan, Deputy City Manager
Nelsie L. Smith, Assistant to the City Manager
Jerome Fletcher, Assistant to the Finance Director



February 3, 2011

TO: Rashad M. Young, City Manager

FROM: Kenneth C. Miller, Chief of Police

SUBJECT: Greensboro Police Department Guiding Principles

In October 2010, members of the Command Staff met to discuss departmental goals and values as well as the direction of the police department. Each member was asked to list values that they felt were most important for a police agency to possess. After some discussion members agreed that values of Honesty, Integrity, Stewardship, Respect, Trust, and Accountability were essential. Assistant Chiefs Ron Rogers and Dwight Crotts were tasked with taking the recommendations and developing a mission statement, which was reflective of our values and the application of those values in the delivery of police services.

On November 4, 2010, the police department hosted the first of six Police/Community Forums throughout the city. During these forums, the proposed mission statement was presented to members of the community, media and City Council. Copies of the mission statement were distributed, as well as posted on the police website. Citizens were encouraged to send in or email comments and suggestions. The last community forum was held in January 2011. Although there were very few comments, every comment received was positive and in support of the mission.

The attachment is the Greensboro Police Department's mission statement and guiding principles.

KCM/uhn
Attachment

Greensboro Police Department Guiding Principles

Every reputable professional organization is measured not only in terms of accomplishments, but also in its mission, values and methods of accomplishing its mission. To this end, the men and women of the Greensboro Police Department subscribe to the following:

Our Mission

Our mission is to prevent crime and improve each neighborhood through innovative, proactive policing, and by developing effective problem-solving strategies and community partnerships.

Our Values

We will achieve our mission through adherence to the values of Honesty, Integrity, Stewardship, Respect, Trust, and Accountability.

- ❖ Honesty - Always being truthful, ethical, and principled
- ❖ Integrity - Embodying and firmly adhering to the principles of honor, trustworthiness, and moral courage, which are reflected in our interactions with the public, and internally through fair and consistent disciplinary, transfer and assignment, and promotional processes
- ❖ Stewardship - Recognizing the responsibility we have for the protection and care of community resources, we will work with a unity of purpose, placing the needs of the community and our mission above our individual needs
- ❖ Respect - Treating all members of our community and our employees with dignity and respect, always acting with compassion and valuing the diversity of our community by building partnerships and relationships
- ❖ Trust - Being transparent in our policies and procedures, ensuring they are designed to be fair to the community and our employees and providing all with effective redress for their concerns
- ❖ Accountability - Providing leadership throughout the Department in a professional and responsible manner and holding all of our employees accountable for their conduct, effective job performance; including quality of work and knowledge, and dedication to our mission

Our Way

In achieving our mission, we will apply our values in the delivery of service to the community we serve. We will:

- ❖ Improve the quality of life for all members of our community
- ❖ Recognize our employees as our greatest asset in serving our community
- ❖ Maintain the highest standards of personal and professional conduct
- ❖ Treat every contact as an opportunity to enhance our relationships with those we serve



February 4, 2011

TO: Denise Turner, Assistant City Manager

FROM: Dan Curry, AICP, Community Sustainability Manager

SUBJECT: Update on BetterBuildings Program

The City's BetterBuildings program is nearing the start of providing assistance to property owners with energy efficiency assessments and upgrades. Following is a summary of the primary activities underway:

Early Adopters

The City has received strong interest in this planned program from a number of property owners and we expect to begin providing assistance with the preparation of energy efficiency assessments and upgrades within the next several weeks. Several of these early adopters are owners of low and moderate income assisted housing units, including the City-owned Nettie Coad Apartments and two developments owned by Affordable Housing Management, Inc. Together these projects total 111 housing units.

Marketing and Strategic Communications

As a result of an RFP for Marketing, Branding, and Communications Products, the City received 18 proposals to provide these services. Review of these proposals is underway and a recommended services agreement will go to City Council in March. The scope of work will include establishing a local brand image for the City's BetterBuildings program along with a variety of products designed to build interest and excitement in the community and educate building owners about the value of energy efficiency improvements.

Financing Options

An RFP for lender proposals was advertised on January 31, 2011, with submittals due on February 24th. Lenders are being asked to submit term sheets identifying proposed interest rates, terms, and security instruments and levels of public funding support they would need to provide both secured and unsecured lending products. Once proposals are received, City staff will negotiate proposed terms with those lenders with the most favorable proposals and submit those proposed lender agreements to City Council for approval.

Community Involvement

To ensure that this effort is well grounded in the community and that all potential local partnerships are identified and explored, the City has established two groups that meet regularly

with City staff. These include an Experts Group including representatives from the Chamber of Commerce, Greensboro Housing Coalition and NC A&T State University, and a Community Advisory Group with a much larger cross-section of institutional, non-profit and for profit entities. These groups have held their organizational meetings and will continue to meet for the duration of the BetterBuildings Program.

Contractor Involvement

We continue to receive calls from interested contractors. A presentation was made in January to the Greensboro Builders Association and sign-ups were received for a contractor's focus group that will meet this month to review and provide feedback on contractor qualifications and work specifications.

Next Steps

The attached chart provided to City Council in December is still an accurate summary of the 1st quarter 2011 work tasks and timelines.

DC

BetterBuildings Program Update

2011 First Quarter

